

Annual Report 2001



Central Region Council

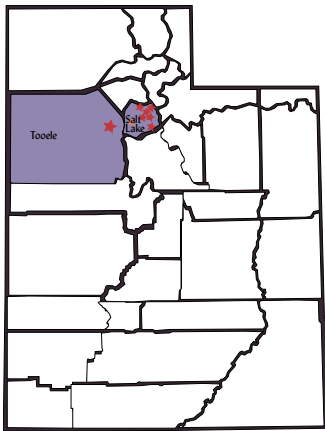


on



Workforce Services

Serving Salt Lake and Tooele Counties



History

The 1996 Legislature passed House Bill 375, the Department of Workforce Services, in order to combine and integrate all job placement, job training and welfare functions in the State of Utah. The overriding principle of the Department is that services will be delivered in a localized manner while maintaining an overall statewide focus.

The federal Workforce Investment Act of 1998 (WIA) reformed the nation's job training system and guided statewide and local workforce development systems to improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the nation. A key component is the strong role of boards.

The Central Region Board consists of 33 members; 8 large employers (90+), 8 small employers, representatives from community based organizations, labor, higher education, secondary education, rehabilitation, Salt Lake County Mayor's Office, Tooele County Commissioner, Veterans' Advocate, Child and Family Services, and the Department of Health.

Regional Councils are responsible for:

- Determining the locations of employment centers;
- Developing a regional workforce services plan;
- Developing training priorities for the region;
- Working cooperatively with the State Council on Workforce Services;
- Jointly with the Executive Director appoint the regional workforce services area director;
- Coordinating the planning and delivery of workforce development services with public education, higher education, vocational rehabilitation, and human services; and
- Reporting annually to the State Council on Workforce Services.

Information regarding the Central Region Youth Council is found later in this report.

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Mickey Adams-Grames Chair's Message



Mickey Adams Grames

It has been a most rewarding experience to serve on the Central Region Council this past year. We have accomplished many great things as you will note throughout this report.

Since the Department's inception in 1997, the Council has adopted the Department's philosophy of providing excellent customer service in all that we do as a Council as well. We have conducted town meetings to obtain valuable input from the community regarding their funding needs or to address issues they felt were

not being address. Incorporating input from the community assisted us in our "fact-finding" which made our funding recommendations more relevant to the community needs. The process served to build a bond of trust between the community and the Council. The community was able to realize we valued their opinion and their opinion would be taken into consideration when the final recommendations were made. The exchange of ideas was invaluable. More meetings of this nature will be held in the future as the need arises.

In fulfilling our mission of determining the best location for our one-stop centers, the Council recommended to the State the opening of a store-front office further west in the Magna area. The Community Action Program is providing space for the limited operation. That proved to be a very wise suggestion. The office has already outgrown its space and the Council has recommended that the State look into securing a more permanent facility that would have the capacity to house adequate staff to serve the community's needs. The old adage "build it and they will come" surely came true in this case.

The Council sponsored "Supervising Today's Workforce" workshops for employers is still enjoying excellent participation from employers. The attendance has far exceeded expectations. A communications seminar is planned to begin in the spring of 2002.

The Midvale Office is undergoing a drastic facelift to become compliant with the Department's image and more importantly, to serve our customers in a more effective and efficient manner.

The Council developed a comprehensive orientation manual for new members which included a glossary of terms, recognizing that new Council members may have a difficult time understanding the Department's "language." New Council members stated the manual was been very informative and greatly assisted them in overcoming their learning curve.

While we have accomplished many things as you will see through out this report, there is still much to do. I look forward to another great year and more great accomplishments.

It is better to be prepared for an opportunity and not have that opportunity than to have an opportunity and not be prepared.

Whitney Young, Jr.

Director's Message



In calendar year 2001, the Central Region of the Department of Workforce Services experienced significant change. We have experienced changes in practically all areas of the operation and have witnessed monumental changes in our environment. From an operational standpoint, let's review.



Bradley G. Maughan

First, I am relatively new to this assignment and have inherited a great group of people with whom to work. I would suggest the DWS organization substantially mirrors the discipline of the corporate world. I am pleased to report that many of the initiatives identified last year are healthy and constantly improving. Thanks to the efforts of our service providers, leads and supervisors, food stamp payment accuracy has evaporated as an issue. Our Regional Council is active in both over-site and advisory functions. Under their guidance, a new employment center has been planned and is scheduled to open this summer. This new center will markedly improve our ability to serve customers located on the West side of the County. Additionally, the Council has insured our youth programs continue to flourish. The Metro Employment Center added a childcare area.

The Business Services group recently plowed new ground by hosting a "Resource Fair" modeled after our Job Fairs, but, targeting assistance to the swelling group of people that have been released for the first time in their careers or in a very long time. Workshops covered basic job finding skills like resume writing, networking, interviewing and organization. This has grown to be a key area of concern for our Regional Council and our management team. Together, we continue to keep a watchful eye on the changing population that makes up our customer base and on creatively designing processes to better serve.

From a statistical standpoint and with the faltering economy in mind, our employment centers experienced a significant increase in walk-in traffic. This has pushed our ability to maintain expected customer service levels, but so far, the centers have been equal to the challenge. On the other hand, caseloads for assistance and training have remained relatively flat. This could dramatically change in calendar 2002 depending on the economic environment. We expect change to become commonplace and as calendar 2002 opens, the challenges for our Workforce Services team and the Central Region Council seem to be accelerating.

In the coming year we want to build on the strong foundation already established, however, we must be willing to evaluate opportunities for adding value to our customers, our workers and our society. We want to continue forming a great company that will endure change. Many of the initiatives in the upcoming year will focus on our customers and our service providers. We will address efficiency so more customers can get more information in less time. This will also facilitate better management of workload. Our training platform will be re-designed to better equip our staff with both hard and soft skills so customers will enjoy improved service and success.

We are investigating processes that will reward service providers for increased workload. We will continue to fine-tune our processes and structures with the goal to constantly improve communication. Thanks to all for bringing us this far. As can be seen, we plan to have a lot of fun in calendar 2002.



Kim Auburger, Manager

The Business Services Center (BSC) is dedicated to fulfilling the employment-related needs of our employer customers. Predicated on the same principles used in developing our Employment Centers, the BSC is an information rich environment that can be accessed both physically and through technology. We have temporary office space and conference rooms for use by employers recruiting in the area. The BSC provides employers with a single point of contact to access DWS services while still maintaining the advantage of having their job openings serviced at all Central

Region Employment Centers, as well as available to potential employees, electronically. Business Consultants are out-stationed at all Employment Centers as well as the BSC to satisfy the needs of our employer customers.

Under the direction of the Regional Council a marketing campaign to employers was developed highlighting the numerous services available through the BSC. Office space for council meetings and other council-sponsored employer members as well as conference rooms for council events are also available.

The members of our Salt Lake Employer Committee (SLEC) have been very supportive of DWS in our efforts to continually improve our services. Through this partnership, we have sponsored six successful Better Your Business Workshops, four employment-law related luncheon Seminars, a Resource Fair for dislocated workers, and an Open House to celebrate the one-year anniversary of the Business Services Center.

From July 1, 2001 through December 31, 2001, BSC staff have taken 6,599 job orders, placed 5,860 job seekers into employment, and entered 2,462 new registrants.

Community Involvement

As our holiday project this year, the BSC staff, under the leadership of Carmen Bowles (out-stationed Business Consultant at Horizonte Training Center), Connie Carter and JoAnn Waddell, 27 young mothers (aged 14-18) were presented with personal care items, a decorated candy box and diapers for their babies. Following the tragic events of 9-11, the BSC staff, along with millions of other Americans, had the overwhelming need to help! We decided to sponsor a blood drive through the American Red Cross, which resulted in 31 units of usable blood for those in need. Several staff have also donated money and time!

Veterans Team

The BSC is home to eight Veteran Representatives charged with the responsibility of assisting our veteran customers with employment and training needs. Our Veteran Representatives are out-stationed at our local Employment Centers where they can meet one-on-one to discuss special needs, set employment goals, and assist with job development.

Our Veteran Representatives also "go to the customers" through out-station activities at the Valor House, Vets Center, VA Regional Medical Center and Homeless Shelter. In the fall the team sponsored a Veteran Job Fair, which brought together over 200 veterans with the 16 employers in attendance.

The year 2001 brought significant changes and progress in eligibility services in Central Region. In May, the manager of the Eligibility Services Center (ESC) took over the responsibility for all of the teams providing eligibility services throughout the region. Initial eligibility services continued to be provided in each Employment Center while access to eligibility resources increased at each center.



Clay Hiatt, Manager

A year ago, eligibility accuracy rates for the Food Stamp Program in Central Region stood at 82.87%. Food Stamp accuracy for the entire state averaged 85.55% and resulted in a federal sanction costing the state \$2,000,000.

With concerted effort on the part of line staff, supervisors, trainers, regional management and department administration, the picture has changed dramatically. Central Region finished the year with the best Food Stamp accuracy rate in the state at 93.19%. Moreover, the benefits issued to eligible households are getting into our customers hands more quickly. The accuracy rate for the state has improved to a rate of almost 92% and Utah will likely avoid any federal Food Stamp sanction for the first time in three years. Progress in consistency, training, quality, and customer service have contributed to outcomes that are more positive for our customers and much more satisfying to staff. The Service Center took over responsibility for all of the teams providing eligibility services throughout the region. Initial eligibility services continued to be provided in each Employment Center while access to eligibility resources increased at each center.



Billie Smith, Manager

South County is undoubtedly the busiest office in the State as the statistics listed below reflect. The office saw an increase in requests for services in 2001 over the previous year. South County:

- Administered 12% more skills tests (19,113 in 2001 as compared to 17,112 in 2000)
- Increased new registrations by 17% (22,650) in 2001 as compared to 19,335 in 2000
- 27% increase in supportive service applications (4,993 July - Dec 2001 compared to 3,931 July - Dec 2000)

- The number of computers available to the public was increased in the Job Connections area.

South County allocated a conference room to Wal-Mart staff to facilitate their opening a new store at Jordan Landing. The testing facilities were changed to accommodate an additional five testing stations in response to customer need. The Business Office/Express Desk was modified to make it more convenient and user friendly for their customers. They participated in the Governor's initiative to save energy by installing motion sensors in all conference rooms. Staff participated in several service projects/fund raisers for local community charities: South Valley Sanctuary, Children's Center, and the American Red Cross.



Laurel Morris, Manager

The Metro Employment Center was in the national spotlight as groups from around the country visited for research regarding the set up and operation of one-stop employment centers and to investigate workforce initiatives. Among the visitors were: the Center for a Skilled Workforce, including 8 members of the Workforce Boards of the city of Chicago, and Peoria and Cook counties of Illinois, the Director of the Wyoming Department of Workforce Services and other Wyoming cabinet members, and representatives from the National Governor's Association, and the National Association of Human

Service Administrators.

- Free on-site daycare for customers utilizing Metro services, was established in June of 2001.
- Employees successfully connected employers and job seekers through the use of job fairs.
- General job fair: 1200 job seekers and 26 employers participated.
- Veteran's job fair: 225 job seekers and 16 employers participated.

The Metro Employment Center and the Central Region Business Services Center were featured in a Deseret News article, 9/26/01, written by Jennifer K. Nii. DWS was characterized in the article as a "pioneer of sorts in the nationwide shift toward one-stop employment offices."

A Metro job seeker was quoted in the article as saying, "It's a place to start. It has been very helpful, very self-explanatory. It seems to include every aspect, in terms of finding job prospects and opportunities. I'm very impressed."

The Metro Manager represented the Center at the annual Muscular Dystrophy Association jailbird fundraiser. Due to the generous contributions of DWS staff, over \$2000.00 was donated to MDA. In addition, employees donated \$260.00 to the Red Cross following the 9/11 terrorist attacks.

A new document imaging system was installed. The system captures images of documents that are used in the eligibility process for supportive services programs. As a result, customers, who would otherwise have to wait for documents to be mailed or faxed to the Eligibility Service Center, may now have their documents imaged while they are on-site at the Metro Center.

Metro employees sponsored a food drive for the Utah Food Bank and generously contributed 370 pounds of food for hungry families.

The Metro Employment Center was awarded the Best One-Stop Award by the Utah chapter of the International Association of Personnel in Workforce Services.

The Tooele Employment Center, located at 305 North Main, offers employment related services to the 41,000 residents who reside within the county. The county experienced a 8.1% increase in it's civilian labor force this past year while watching the area unemployment rate skyrocket to 8.2%, the highest year ending rate since 1983.



**Kenneth Martinez,
Manager**

The center saw a major transformation in its physical appearance, eliminating private offices in favor of cubicles in open architecture. Not only did this remodeling provide for a friendly, inviting atmosphere but it also allowed for a smooth transition from "employment center design to "service delivery design". In addition to providing eligibility, core, intensive and training services, the management of the center oversees the region's FACT program and services to refugees.

The FACT program develops, promotes and delivers child-focused, family-centered, and community based services which improve the health, safety, education, and economic well-being of children in Salt Lake and Tooele counties.

Employment counselors out-stationed at the Utah Refugee Employment and Community Center provide and expand case management services to refugees, focusing on the achievement of self-support and/or self-sufficiency as soon as possible by aiding in finding and retaining jobs, increasing refugee employability, enhancing refugee job market possibilities and reducing and/or removing the dependency on cash assistance.



**Duane Robinson,
Manager**

In addition to the Downtown Employment Center, Duane is responsible for the Temporary Placement Office and the Magna Satellite Office.

Temporary Placement Office (TPO)

This has been a year of positive and productive changes at the TPO Office. Job placements have increased at least 15% in the last year as a direct result of a change of on-site leadership, and a more aggressive employer recruitment strategy with our employer base. More skilled applicants have also been recruited through advertising at DWS Job Fairs and Employment Center visits by TPO office staff.

As a result of the homeless shelter's shift of focus on serving their population by assisting them in securing affordable and permanent housing, the Road House has discontinued their employment placement unit. This has meant that the out-stationed Employment Counselor, Robert Vose, now has a more prominent role in helping the residents find suitable employment while also developing a broader employer base. The TPO assists residents in an assessment of job skills and provides job referrals for appropriate employment opportunities. In addition he has aptly and skillfully handled public media events, bringing a positive local media focus to the Department.



Ken Serre, Manager

The Midvale Employment Center is the southern-most office in the Central Region. The Center houses dedicated employees, who exemplify the mission of the Department by providing “quality, accessible and comprehensive employment-related and supportive services”, as well as being responsive to the needs of the customers. Below are examples of the civic-mindedness of the staff at the Midvale Office.

The Upfront Team held a garage sale in the parking lot as a fundraiser for the Midvale Shelter. Tables were lined with yesterday’s treasures and sold to the many bargain hunters who came to participate. Items sold ranged from a bedroom set to Christmas decor and many interesting items in between. The day was one of fun and good will. A total of \$733.00 was earned and used to buy needed items for the overflow shelter.

The team also purchased and delivered to the shelter 592 diapers, 50 blankets, 288 pairs of socks, 100 toothbrushes, 280 disposable razors, 10 tubes of toothpaste and 10 cans of shaving cream. Several large bags of very good clothing left from the sale were donated to The Haven and Women Helping Women. The other items not sold were donated to Savers to help Muscular Dystrophy.

Central Region Job Fairs



Susan Porter loves quilt making. It is her way of relieving stress and making a contribution to someone's life. After September 11th, she wanted to contribute to the healing of America by making and giving away a patriotic quilt and chose to make a quilt in honor of Barbara Olson who died in the plane crash at the Pentagon. Her husband is Ted Olson, Solicitor General of the United States.

After the quilt was finished, mail was not being delivered to Capital Hill. Susan decided to call Senator Hatch's Office to see if he would be willing to take the quilt back to Washington DC. His office staff agreed saying Senator Hatch was in town for his yearly Woman's Conference. She delivered the quilt. Two days later she received a telephone call from Senator Hatch's staff inviting her to attend his conference and to have her quilt displayed. They asked for permission to have Senator Hatch read her letter to Mr. Olson as part of his key note address.

Susan felt honored to attend the conference, sit on the front row and receive a hug from Senator Hatch. Senator Hatch delivered the quilt and Susan received a thank you note from Mr. Olson. Susan indicated that her quilt had a journey she never thought possible. It touched many hearts on its way to Washington, DC.





**Yvette Woodland,
Manager**

Fiscal

The Central Regional Council has had an active year as dedicated members serve the community in partnership with employees of the Department of Workforce Services (DWS). The Council has utilized its annual budget to support various Council operations and other sponsored activities. The limited resource is an allocation of \$23,700 and, generally, covers the following main expenses: printing costs, office supplies, meetings and conferences, and personal services. The annual budget supports all Regional Council activity including the Executive and Youth Councils. Council members meet

monthly and are updated on current events and Council projects through carefully prepared and distributed information. The Council's operating budget assisted in supporting such annual endeavors as the Council of Councils meetings in Park City in October, 2001. Additionally, the Central Regional Council gathers each year in the Spring for an intensive planning retreat where goals are established and strategy is outlined.

Facilities

With oversight responsibilities regarding DWS' Central Region facilities planning, the Council has endorsed the remodeling plan for the Midvale Employment Center. The Midvale Employment Center is the region's facility located furthest south within the Salt Lake County. The area's customer base continues to increase. Customer service dictates renovation of the facility to meet the community's growing needs and to bring the building in line with the Department's Employment Center Design concepts. Preparations for the remodel have been carefully structured and aggressively pursued throughout the year. Such efforts have been successful. Renovation began at the end of this year and will be completed in June of 2002.

Another exciting project recommended and supported by the Council in the area of facilities planning involves the anxiously awaited WEST Salt Lake Employment Center. The estimated time for the west facility to be completed is between July-September 2002. With the groundwork carefully laid, the region was approved to move forward. The Council was instrumental with its recommendations, its coordination through the Council's Facilities Planning Committee, and its persistence to proceed. This new facility will accomplish several goals: mediate the incredibly high volume of traffic at our South County Employment Center and establish a permanent facility to serve the residents of the West Valley and Magna communities.

Actively involved in the training programs of the Department, the Regional Council makes recommendations for training vendor approval. Concurrently, the employees of the Central Region have worked hard to ensure that the limited allocation of training funds for the region are obligated to eligible applicants in need of training services.

Considering the Adult, Dislocated Worker, and Older Youth customers, 896 customers entered employment at an average of 75% among these program participants. During state fiscal year 2001, the combined allocation of \$2,713,582 for Central Region representing WIA's Adult, Dislocated Worker, and Youth programs were expended at 90% serving a total of 1,687 customers.

Workforce Investment Act (WIA) Training Funds

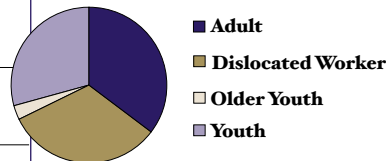
The Workforce Investment Act (WIA) rewrote federal statutes governing programs of job training, adult education and literacy and vocational rehabilitation and replaced them with streamlined, more flexible components of workforce development systems. There is also a strong role for local boards and the private sector to have oversight of how WIA funds are spent in the regions and to coordinate the planning and delivery of services with public and higher education, vocational rehabilitation and human services to avoid duplication.

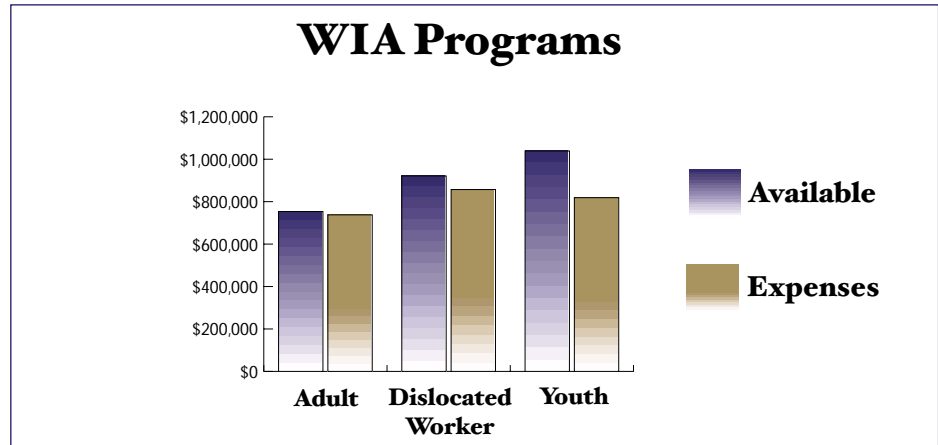
Furthermore, under WIA the Department of Labor requires that certain performance standards are met. The charts below show actual performance measures for the reporting required by DOL for adult dislocated workers and youth participants.

Utah WIA I-B Performance Measures		Below 80% of Planned Level		Program Year Cycle					
DOL Report Quarter: PY00 - Annual Report Period		Between 80% to 100% of Planned Level		UI Wage Match Cycle					
Data Run December 28, 2001									
# Measure	Timeframe	88% of Utah PY00 Planned Level		OUTCOMES					
		Planned Level	Planned Level	UTAH	Central	East	Midland	North	West
01 Adult Entered Employment	10/01/1999 - 09/30/2000	52.0%	65.0%	68.1%	66.7%	70.4%	60.0%	67.7%	75.8%
02 Adult Employment Retention	10/01/1999 - 09/30/2000	62.4%	78.0%	81.6%	75.0%	90.0%	83.8%	71.4%	66.7%
03 Adult Earnings Change	10/01/1999 - 09/30/2000	\$3,312	\$4,140	\$3,508	\$3,884	\$2,957	\$2,989	\$4,742	\$3,119
04 Adult Employment & Credential	10/01/1999 - 09/30/2000	42.4%	63.0%	57.9%	68.5%	43.9%	64.9%	61.8%	69.3%
05 DW Entered Employment	10/01/1999 - 09/30/2000	68.0%	75.0%	75.8%	84.7%	66.7%	78.7%	78.7%	67.4%
06 DW Employment Retention	10/01/1999 - 09/30/2000	68.0%	85.0%	90.8%	89.2%	100.0%	93.8%	91.9%	83.9%
07 DW Earnings Replacement	10/01/1999 - 09/30/2000	73.6%	92.0%	91.8%	93.4%	96.0%	88.6%	88.8%	96.8%
08 DW Employment & Credential	10/01/1999 - 09/30/2000	48.0%	60.0%	62.7%	80.5%	25.6%	48.7%	58.3%	63.8%
09 Older Youth Entered Employment	10/01/1999 - 09/30/2000	50.4%	63.0%	71.1%	69.2%	71.4%	66.7%	60.0%	100.0%
10 Older Youth Employment Retention	10/01/1999 - 09/30/2000	61.6%	77.0%	87.5%	88.0%	68.7%	100.0%	100.0%	100.0%
11 Older Youth Earnings Change	10/01/1999 - 09/30/2000	\$2,912	\$3,640	\$3,241	\$3,136	- \$300	\$7,255	\$3,744	\$3,419
12 Older Youth Credential	10/01/1999 - 09/30/2000	40.0%	60.0%	65.0%	67.1%	60.0%	60.0%	60.0%	64.5%
13 Younger Youth Skill Attainment	07/01/2000 - 06/30/2001	57.6%	72.0%	84.9%	86.8%	79.5%	30.0%	85.7%	63.6%
14 Younger Youth Diploma Attainment	07/01/2000 - 06/30/2001	34.4%	43.0%	22.9%	17.6%	40.0%	16.7%	10.0%	87.5%
15 Younger Youth Retention	10/01/1999 - 09/30/2000	40.0%	60.0%	47.9%	42.3%	60.0%	75.0%	48.3%	71.4%
16 Participant Satisfaction - Z	07/01/2000 - 06/30/2001	57.60	72.00	76.47	77.36	76.20	76.92	73.24	76.95
17 Employer Satisfaction - Utah	07/01/2000 - 06/30/2001	64.40	68.00	70.08	n/a	n/a	n/a	n/a	n/a

WIA		
	Participants	Entered Employment
Adult	595	397
Dislocated Worker	548	464
Older Youth	50	35
Youth	494	N/A

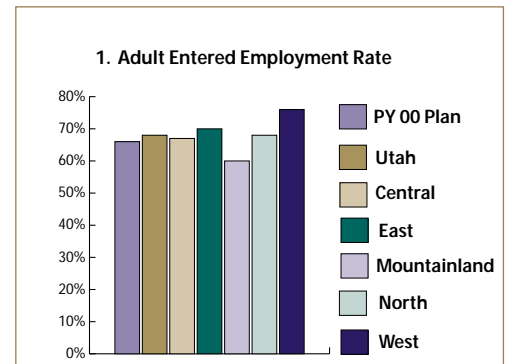
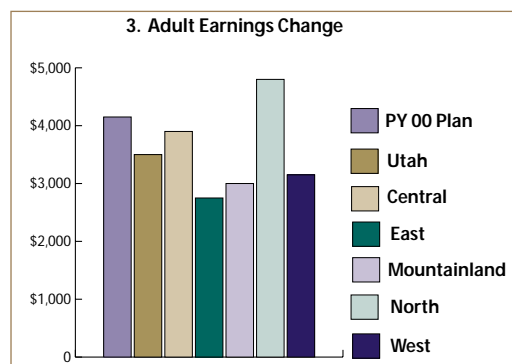
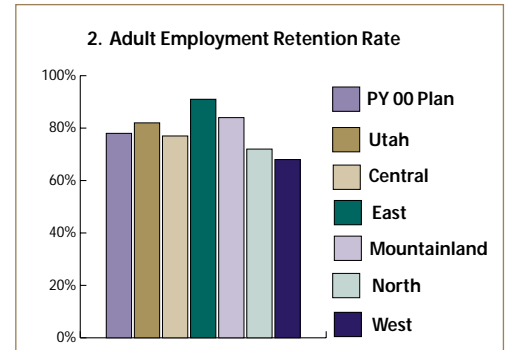
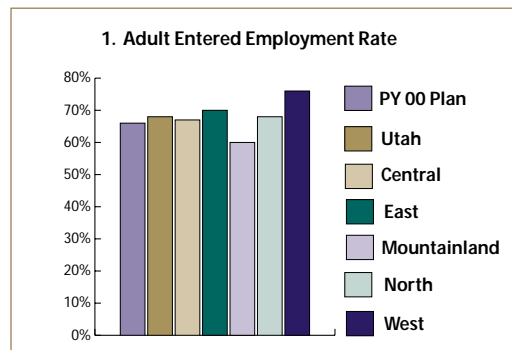
Entered Employment





WIA Programs			
	Adult	Dislocated Worker	Youth
Available	\$753,501	\$921,192	\$1,038,889
Expenses	\$737,839	\$857,078	\$818,838

Utah WIA I-B Performance Measures
DOL Report Quarter: PY 00 Annual Report Period
Data Run - December 20, 2001



By Tim Rice,
Workshop
Facilitator/Trainer

Imagine you're a single household head trying to market yourself to employers for the VERY FIRST time. Let's say you're a youth trying to get your first job. Suppose

you're unable to keep a job because fear, family and lack of life skills force you to quit or get you fired. Maybe you've played the capitalist game, followed all the rules and, whammy, you've been LAID-OFF after fifteen or twenty years with NO IDEA how to look for a job.

Situations like these drive the Central Region Workshop presenters' mission which is, essentially, linking labor supply with labor demand, to the mutual benefit of both. This calls for workshop trainers to be keenly aware of employer expectations. Crafting curricula and presenting responsible employer/employee relationship concepts is both challenging and exciting. Presenting these concepts to people seeking to start, or enhance their careers, makes sense. Helping future workers understand themselves, their goals and expectations also helps ensure the employer/employee match works better.

During Program Year 2000, the eight-member, full and part-time team conducted 176 intensive Power Workshops and shorter, topical workshop modules. The four and five day intensive Power Job Search, Job Retention, and COPE (Communication, Organization, Problem Solving, Esteem building) workshops were offered weekly throughout the Central Region.

The Central Region Council on Workforce Services kindly underwrote workshop team efforts by contributing \$2,000 toward the effort. Noteworthy as well, was Franklin-Covey's donation of their popular Day Planners to successful COPE workshop completers.

The shorter, 3-4 hour workshop modules, are designed to meet needs of "universal" customers, those between jobs and not normally receiving assistance payments. Comprehensive Job Search, Resume and Balancing Work and Family modules later expanded to include Skills Identification, a Resume Laboratory, Interviewing, Job Club and Parenting that Works modules.

Customer comments:

•"Very useful, covered the important things for self assessment, resumes, skill cards, interview tips."

continued



Workshop attendees standing in front of Metro Employment Center

- “Just what the doctor ordered. It made me much more prepared for the job search.”
- “Over all, . . . the best workshop I have ever attended. . . .”
- “The class was beyond my expectations. . . . I made improvements on resumes, cover letters, and skills cards.”
- “I wish I would have had this class a year ago because I would still be employed.”
- “(I liked most)interviewing the employers. . . .”
- “Very helpful in work ‘ethics,’ employer & employee expectations, keeping a job, customer service, everything was perfect!”
- “Good program. . . . The parenting section should be taught to society at large and offered on a seminar basis even in high schools.”

Workshop team members have also presented workshops or assisted government, community, private non-profit business and other groups. Examples include Veterans, refugee agencies, the Indian Walk-In Center, Salt Lake City Housing Authority residents, Boys and Girls Clubs, Horizonte students and teachers, Community Action Program, Distributive Education Clubs of America chapters, Academic Decathlon and Sterling Scholar competitors and numerous career and job fairs.

Workshop efforts show even more promise next year. The team is now under the aegis of the Business Services Center. This promises to further cement relations between labor and capital.

Central Region Workshop Team

By Kim Auberger, Manager, Business Services Center

The workshop team continues to meet the ever-growing need of our job-seeker customers. Over the past year, this small group of dedicated professionals has conducted over 150 combined workshops, modules and presentations, providing attendees with the resources, knowledge, and courage to conquer their fears of joining the workforce.

Due to the economic slowdown, a new customer base has emerged (workers, affected by company closures or downsizing). This team incorporated specialized workshops to assist these customers, many of whom are out of work for the first time. The success of these newest additions to the training roster have been very successful.

We’ve accomplished a great deal over the past year, and look forward to challenges of the coming year!

CENTRAL REGION COUNCIL

Membership Roster



Executive Committee

Mickey Adams
Grames, Chair
M. L. Adams,
Associates LC
(Small Business)



Jane Reister
Conard
Parliamentarian
IHC
(Large Business)



Kathleen Gage
Vice Chair
Turning Point,
Inc.
(Small Business)



Stephen Goodrich,
Chair,
Gov. Relations
Committee
United Parcel Service
(Large Business)



Elyce Mouskondis
Chair, Child Care
Advisory & Basic
Needs Committee
Nicholas & Co.
(Small Business)



Norman P. Fitzgerald,
Chair, Training &
Development
Retired, U.S. Marines
(Veterans' Advocate)



Gene D. White
Tooele County
Commissioner



Bradley G. Maughan,
Director
Central Region
DWS



Bo Hall, Chair
Youth Council
Salt Lake
Tooele/ATC
(Secondary Education)



Council Members

Council Members



Allan Ayoub
Utah State
AFL/CIO
(Labor Liaison)



Jan Cook
Right
Management
Consultants
(Large Business)



Paul Jackson
Intermountain
Health Care
(Large Business)



Richard Justice
Esco
Mechanical
(Small Business)



Sue Larsen
Wells Fargo
Bank
(Large Business)



Terry Oakes
LDS
Employment
Services
(CBO)



Russell Thelin
(Utah State
Department of
Rehabilitation)



**Julie
Zimmerman**
Design Vinyl
(Small Business)



Edward Armour
Sheetmetal
Workers Local
312
(Labor Liaison)



**Brent
Goodfellow**
Executive
Dean, SLCC
(Higher Education)



Erin Trenbeath
Murray
Head Start
(CBO)



Megan Wiesen
(Department of
Human Services
Division of
Child & Family
Services)

Pictures Not Available:

Stephen Ronnenkamp, Supt., Granite School District (Secondary Education Rep.)
Elizabeth Heath, Public Health Manager (Department of Health)

Cherished Volunteer Partners:

Chris Bray, Child Care Resource & Referral
Akilah Messado, Weber Basin Job Corp
Karen Mecham, Greenbacks
Kerry Steadman, Salt Lake County Government

Department of Workforce Services Staff



Jeri Jackson
Regional Coordinator



Melissa Olsen
Executive Secretary



Central Region Council at Work

Council Staff

Mission Statement:

“The mission of the Central Region Youth Council is to facilitate and provide direction for organizations that prepare youth for successful transition into the workforce.”

The 1996 Legislature passed House Bill 375, which combined and integrated all job placement, job training and welfare functions in the State of Utah known as the Utah Department of Workforce Services. A key component of this reform is the strong role of boards.

The State Council added a youth services oversight component, the State Youth Council, to ensure youth access to this workforce development system.. In order for the State Youth Council to effectively represent the needs of the various counties throughout the state, there had to be local input. Each region has a youth council to meet that need. The Regional Youth Council Chair sits on the State Youth Council Board to address youth issues pertinent to their region.

The primary objective of the WIA Youth services is to provide to eligible youth seeking assistance in achieving academic and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers. The secondary goal is to ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities

Because of their excellent performance, The Youth Council extended the contract with Salt Lake County to carry out the WIA for another year.

- Approximately 103 youth transitioned from the Summer Youth 2000 program (which ended August 10, 2000) into the YES year round program which formally began on October 16, 2000. January 2001 began with 80 youth in active status, 23 in follow-up status.
- Efforts to gear up, promote and expand the YES program led to 67 documented presentations to youth, school staff members, allied agencies and business between the months of February and May 2001. Promotional flyers, brochures and PowerPoint presentations were developed during this time. Numerous other informal presentations were made during that time frame.
- By the end of May 2001, 634 pre-applications to the YES program had been received in our office.
- In a three month period, 169 youth were gaining work experience at sites developed by the YES staff at locations throughout the Salt Lake and Tooele valleys.
- One third (56) of these youth were 15 years old and participating in their first formal work experience.
- As reported in at the August 20, 2001 Central Region Youth Council Meeting, year to date, YES had served a total of 330 youth. Of those youth, 284 youth (86%) were in Active status.
- Of the 284 participants, 82% were ‘In School Youth’ and 18% were ‘Out of School Youth.’
- Of the 284 participants, 80% were ‘Younger Youth’ at Program Entry and 20% were

'Older Youth' at Program Entry.

Youth Council Membership Roster

Bo Hall, Acting Chair, Salt Lake/Tooele AT
James Andersen, Horizonte Instruction & Training Center
Betty Barker, Jordan Applied Technical Center
Ashley Bennett, Student Representative
Kathryn Felker, University of Utah
Mickey Adams Grames, Chair Central Region Council
Joy Gingrich, Downtown Taco Time
Brent Goodfellow, Salt Lake Community College
Sandra Hemmert, Granite School District
Don Johnson, Wasatch Front Consortium
James Kilgore, Boys & Girls Club - Capitol West
Akilah Messado, Weber Basin Job Corps Center
Bradley G. Maughan, Director DWS Central Region
Dave Melville, Human Services (Youth Corrections)
Lynn Nelson, Salt Lake County Youth Services
Rich Parks, Salt Lake County Economic Development
Fred Peake, Boys & Girls Club of Midvale
Gay Pinnecoose, Indian Walk-in
Stephen F. Ronnenkamp, Superintendent, Granite School District
Erumis Urena, Student Representative
Lona Walton, Housing Authority of Salt Lake City
Nathan Ward, Salt Lake Community College
Janet Wolf, Salt Lake City Youth Program
Julie Zimmerman, Small Business (Design Vinyl)

Non-Voting Members:

Jacinto Peterson, Jordan School District
Jude Schmid, Salt Lake County YES Program

Advisory Staff:

Judy Gardner, DWS South County Office Coordinator
Jeri Jackson, DWS Central Region

Youth Council

**You can accomplish anything in life, provided
you do not mind who gets the credit.**

Harry S. Truman

Leadership Recognition

Cassy Hahn, a 10-year State employee, has held many rewarding positions including working with the Economic Development Corporation of Utah and the Salt Lake Area Chamber of Commerce where she recently was recognized and received an award for being a “Chamber Champion” at their 99th Annual Membership meeting held at the Marriott. In addition, one of the major highlights of Cassy’s career came about through the recommendation of the Central Regional Council for her to participate in the “Leadership Utah” program.



Leadership Utah is a ten-month educational program that helps prepare participants to accept responsibility of leadership in their communities and corporations.

She is currently recognized as an alumni of the “Class of 2001.” Upon completion of the program, Cassy reported

back to the Regional Council and thanked them for their support and directive in participating in this program. She felt the experience has made her a more valuable employee and resource to the agency. Cassy is currently working as a Program specialist in the business and self-directed services area of DWS.

Courage Under Fire

The 4th of July weekend of 2001 is one that Andrea Henderson will never forget. From her balcony she noticed dark, black smoke coming from one of the adjacent buildings in her apartment complex. Three apartments were engulfed in flames. She informed an unidentified motorist who had already called 911, that there were two stairwells so each agreed to take one to help evacuate the residents.

She ran up and down the halls, yelling and banging on the doors with her shoes to make more noise. It was chaos. Several elderly people with canes were trying to walk quickly while maneuvering dogs on leashes. It was so hot that she got water for people and then food and catnip for the frightened animals. Finally the Red

Cross arrived and Andrea was taken to Urgent Care for a breathing treatment. (Running into a burning building is not the best thing for an asthmatic to do.) Over the next few days Andrea had the opportunity to use her crisis training as many of the residents were still suffering from stress. One of the male residents who lost everything in the fire had not slept for days so she let talk as much as he needed.

Andrea stated that overall, it was a very stressful week but in the end, everyone was safe and all pets were accounted for. Only three apartments were completely destroyed. The residents of the other 33 apartments were able to return home. Hats off to Andrea for her unselfish act of kindness. She is an employment counselor in the South County Office.



Heather Knowlton, Employment Counselor, at the Metro Employment Center, was a finalist for the Department's prestigious Pinnacle Award. She was recognized for her contributions to the Department and the community. Heather is an active volunteer for the Red Cross and in 2001, she helped to organize the twentieth annual Avenue's Street Fair. She also traveled to San Pedro Sula, Honduras to help rebuild homes destroyed by a Hurricane.

A day in the life of staff, customers and the Regional Council:



Department of Workforce Services

Central Region

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